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1 Standard

The standard Font in e-Mails is Arial 10pt., black, background colour white and should not be changed. An email signature is mandatory. In webmail you have to insert it manually (see Chapter 4 below)

2 Login

Access from the Internet is guaranteed. If you are using a local connection, make sure that auto config is enabled in the internet options.

URL Webmail:

<https://webmail.swissport.com>

URL Company-Mail (CarePort only):

<https://companymail.careport.ch>

URL Webtelex:

<https://webmail.swissport.com>

(login to your mail account and 'open other mailbox', i.e. ZRHDSXH)

To login, use your Username and your Password. Don't forget to add the **spi** in front of your Username; e.g. "spi\bn257536"

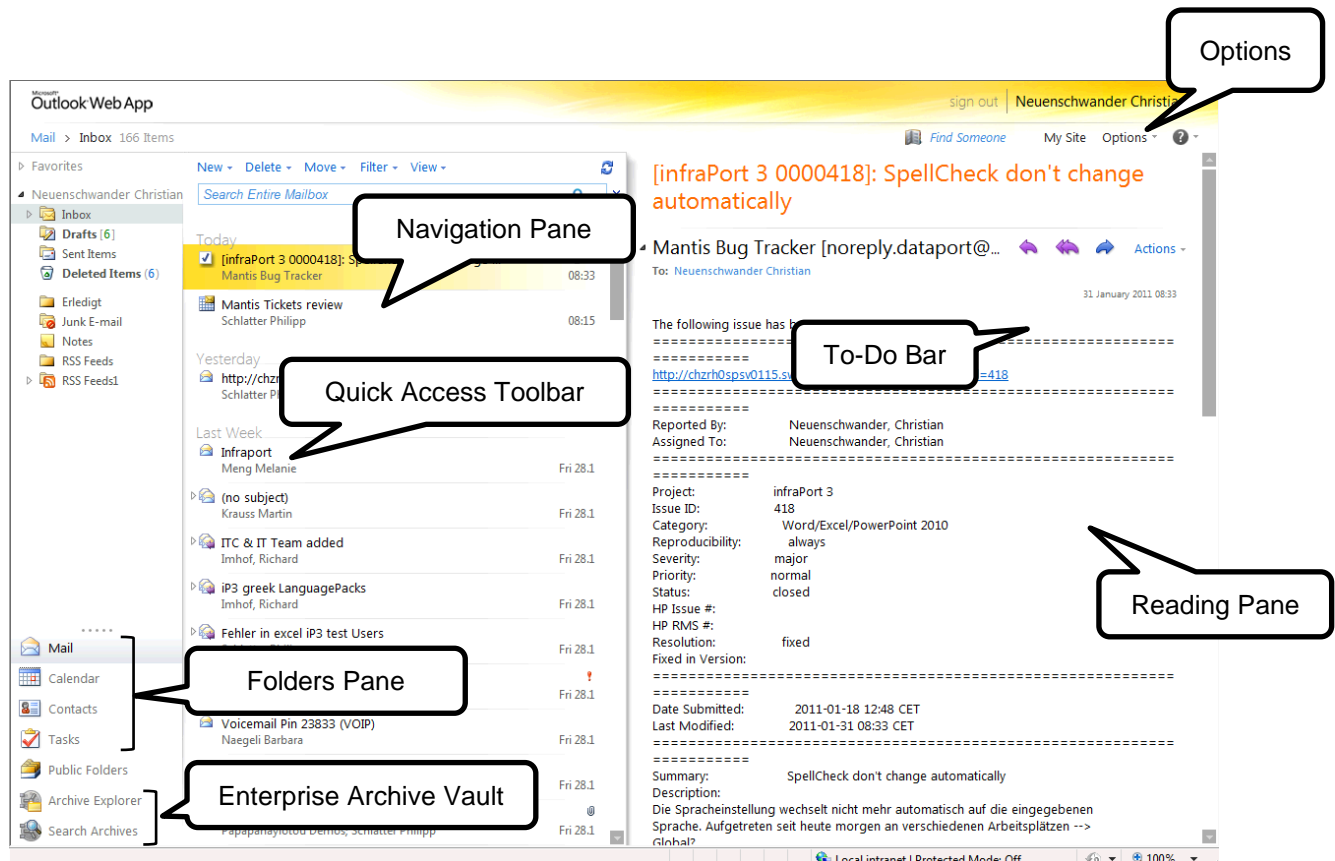
Use the light version of Outlook Web App if you have small bandwidth

When you're finished working with webmail, please log off and close the web browser

3 Look

With the launch of the new server infrastructure and the new Office 2010, there is also a new look for the Web based email service: It's called OWA ("Outlook Web Apps"). OWA has many functionalities of Outlook 2010 like Calendar, to-do List, Contact and the e-Mail.

The new OWA is supported on non-Microsoft web browser like Firefox 3x and Safari 3 and newer.

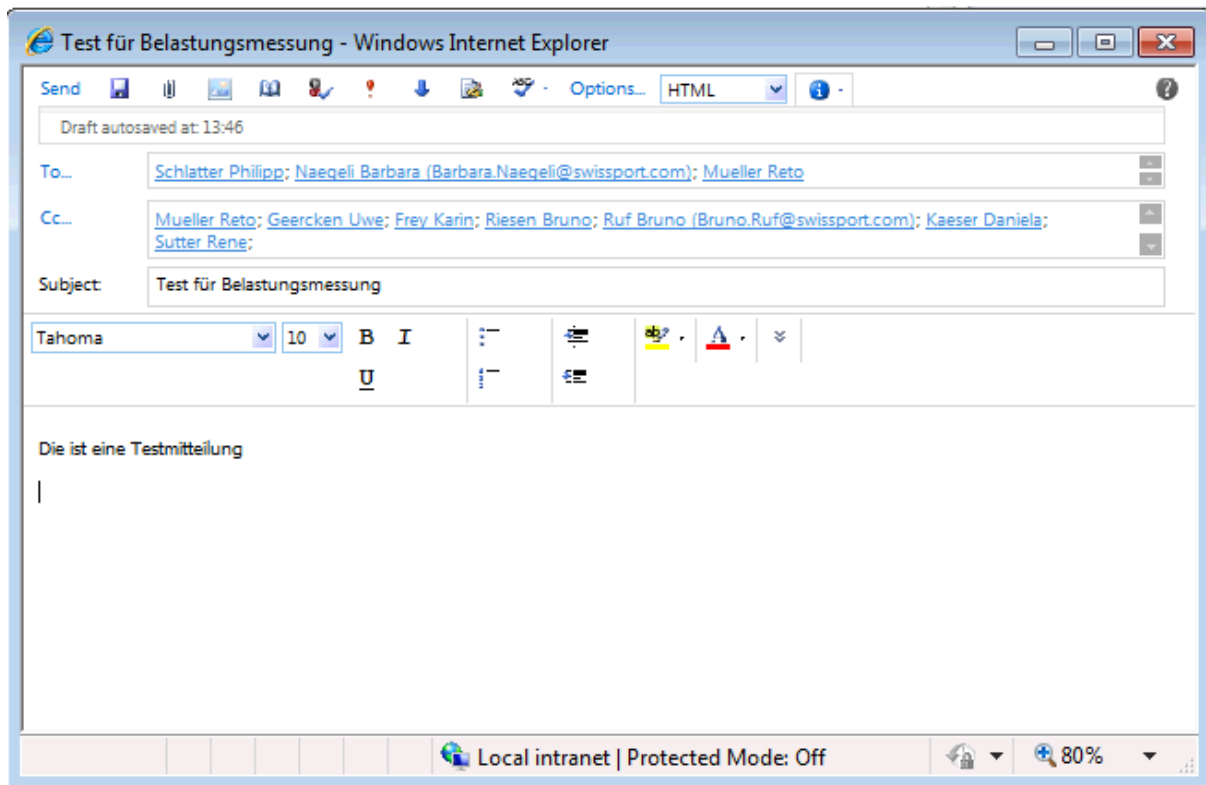


Conversation View:

(‘View’ \ ‘Use Conversations’) This new view gathers all mails of a conversation from various folders of a mailbox and presents itself as a thread. This allows the end-user to locate full thread of a mail chain in one single source.

MailTips:

(leave the cursor on a mail) MailTips gives the user various information about the recipient of the mail, size of distribution list etc. etc.



Send-As or Send on behalf of:

With OWA you can change the 'from address' to send as another user or on behalf of different user.

Favourites Folder:

You can keep certain folders that are used frequently in favourites. They will also be visible in some newer Mobile phone systems (e.g. Windows Mobile 7.5)

Filters:

You can apply various filters to sort messages in your inbox or in a folder.

Recover Deleted Items:

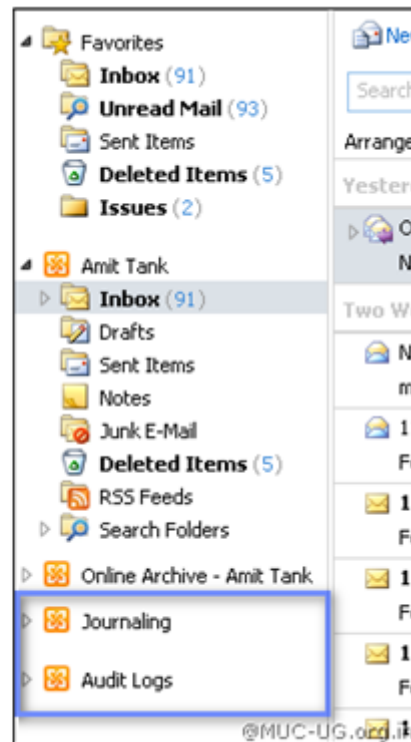
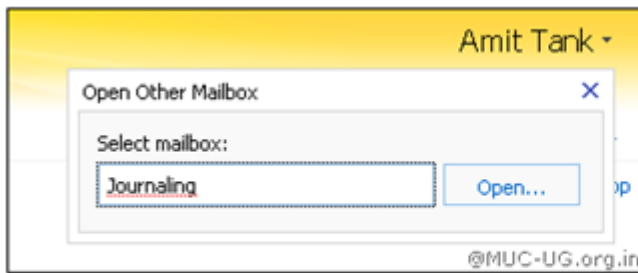
Recover deleted items are available at single click when you right click on "Delete Items".

Archive Mailbox:

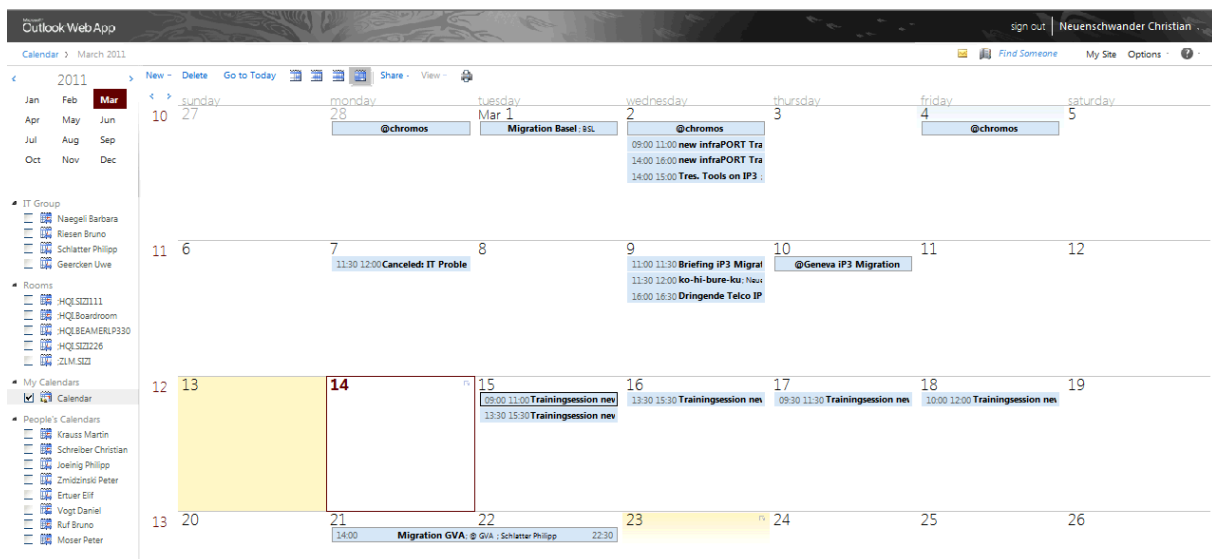
You can access your Enterprise Vault Mail Archive from webmail via 'Archive Explorer' or via 'Search Archives'.

Opening Another User's Inbox:

If you have full mailbox permission then you can open another user's mailbox in OWA. You can also open the Webtelex here.



- **Open a Shared Calendar/contacts:** You can open up to five calendars simultaneously in OWA.

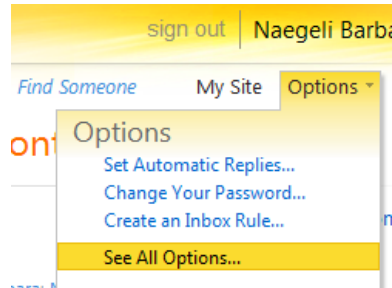


4 Webmail Signature

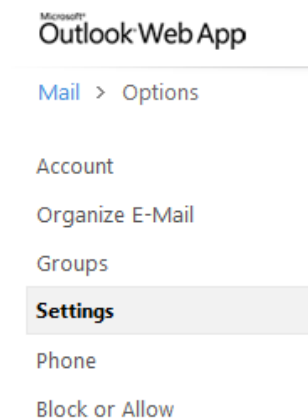
As a Swissport employee you are requested to send mails with a standard Swissport-signature (Corporate Identity). Webmail does not take the signature from Outlook. Therefore you have to insert a short version of the signature for webmail.

Please proceed as follows:

- Go to 'Options' and select 'See all Options...'



- Select Settings



- Overwrite all fields of this sample signature with your information
- Copy this signature....

<FirstName LastName>
<Jobtitle>

swissport 

<Company Name>

< Street+Nbr.>

<ZIP+City>

<COUNTRY>

Phone +<your phone number>

Fax +<your fax number>

<your e-mail address>

<http://www.swissport.com>

-and paste it to the signature field of your webmail
- Tick 'Automatically include my signature.....'

- Save your settings and go back to your mailbox
- If you did not save the signature, the system will remind you to do so when you change the area

5 Webtelex

Webtelex is an emergency access to a telex Mailbox via Outlook Web Access in case infraPORT, Network or your client (Workstation, Notebook or Thin Client) is not available.

Webtelex allows you to read messages and to write Emails. But you can not send Type B Messages or have an automated printout.

Webtelex does not require any installed and configured SW (i.e: Outlook, ICA-Client). The only requirements are a Internet connection (i.e. Hotel, Internet Coffee) and a Web-browser (Internet explorer, Firefox, ...) that's all.

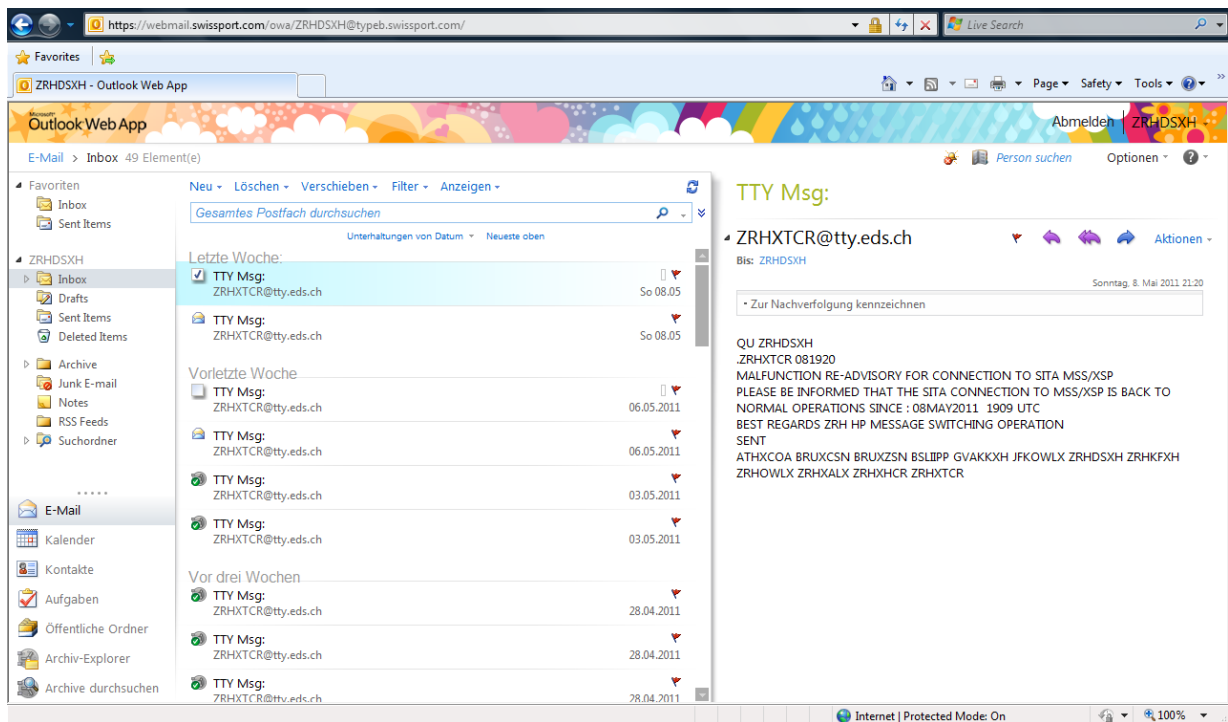
To connect to webtelex, open your webmail first

The URL is **<https://webmail.swissport.com/>**

Insert your infraPORT User ID (spi\<userID>) and your infraPORT Password.

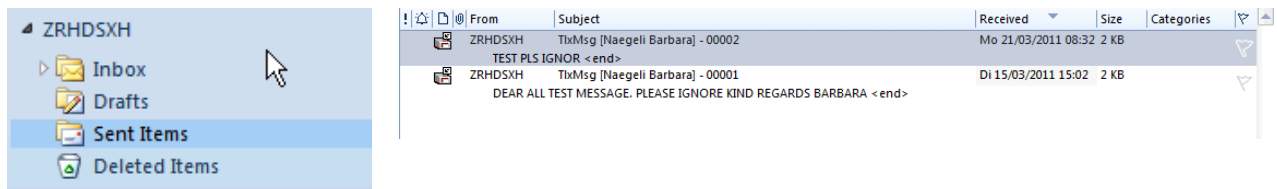
When logged in to your webmail, you can open webtelex by inserting the TXM Name in the 'Open Other Mailbox' field...

.. click open and you are connected to your TXM mailbox

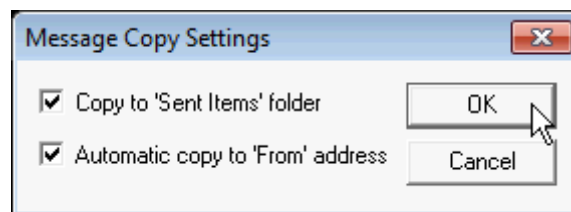


6 Outlook "Sent Item"

TXM V3.1 higher sends all messages to (i) the Telex Mailbox "Sent-Item" and (ii) User's "Sent-Item".



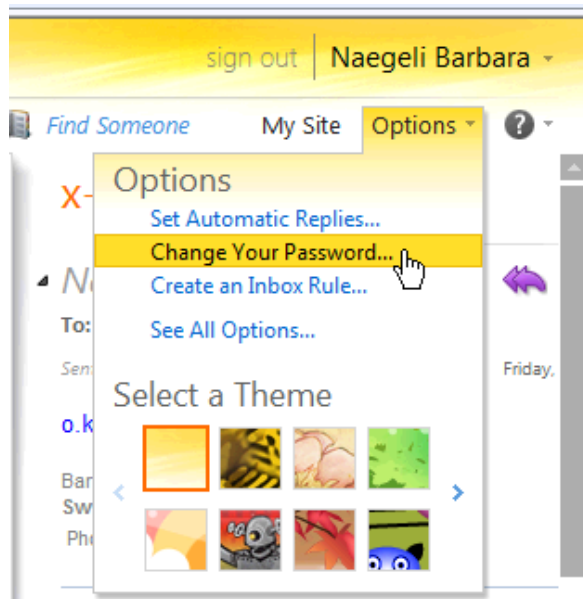
To achieve (i) the preferences must be correct



The copy to the User's "Sent-Item" (ii) is not under control of TXM.

7 Change your Password on Webmail

Go to Options and select
'Change Your Password'



Microsoft® Outlook Web App

Mail > Options

Account
Organize E-Mail
Groups
Settings
Phone
Block or Allow

Mail Spelling Calendar General Regional Password S/MIME

Change Password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name: SPI\bn257536

Current password:

New password:

Confirm new password:

✓ Save

Insert your old password, then your new password and confirm your new password. Click 'Save'